



AeRO – Australian eResearch Organisations IT User Support Project

Integrating user support for eResearch services within institutions. Lessons learned
from AeRO Stage 2 User Support Project

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AeRO

ADVOCATE

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What is AeRO?

Australian **e**Research **O**rganisations

Cooperative of member organisations

Deliver national services to researchers

ADVOCATE



COLLABORATE



COMMUNICATE



Our member organisations

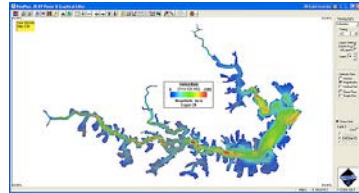
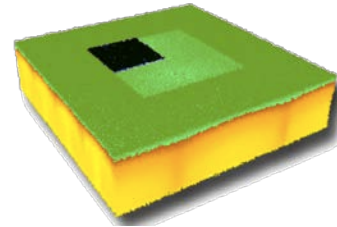


User Support Project

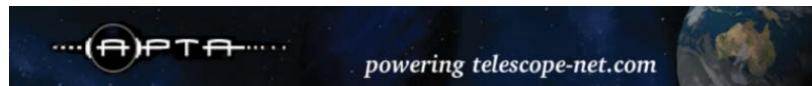
- **Drivers (2012/13)**
 - User support for research specific ICT services often fragmented
 - Outside of their own institutions
 - Limited formal support arrangements
 - Researchers make demanding clients for ICT support - limited time available to be diverted from research - often highly individualised needs



Support frameworks - for now...and the future



MARVL



Objectives

1. Save everyone time collecting research service information

- Open repository of user support knowledge – Tier 0, Tier 1

2. Improve user support practices with templates and protocols

- Propagate best practice standards to developers, help desks

3. Improve service usability and researcher Tier 0 Self-Support

- UX advice and improved Tier 0 support capability

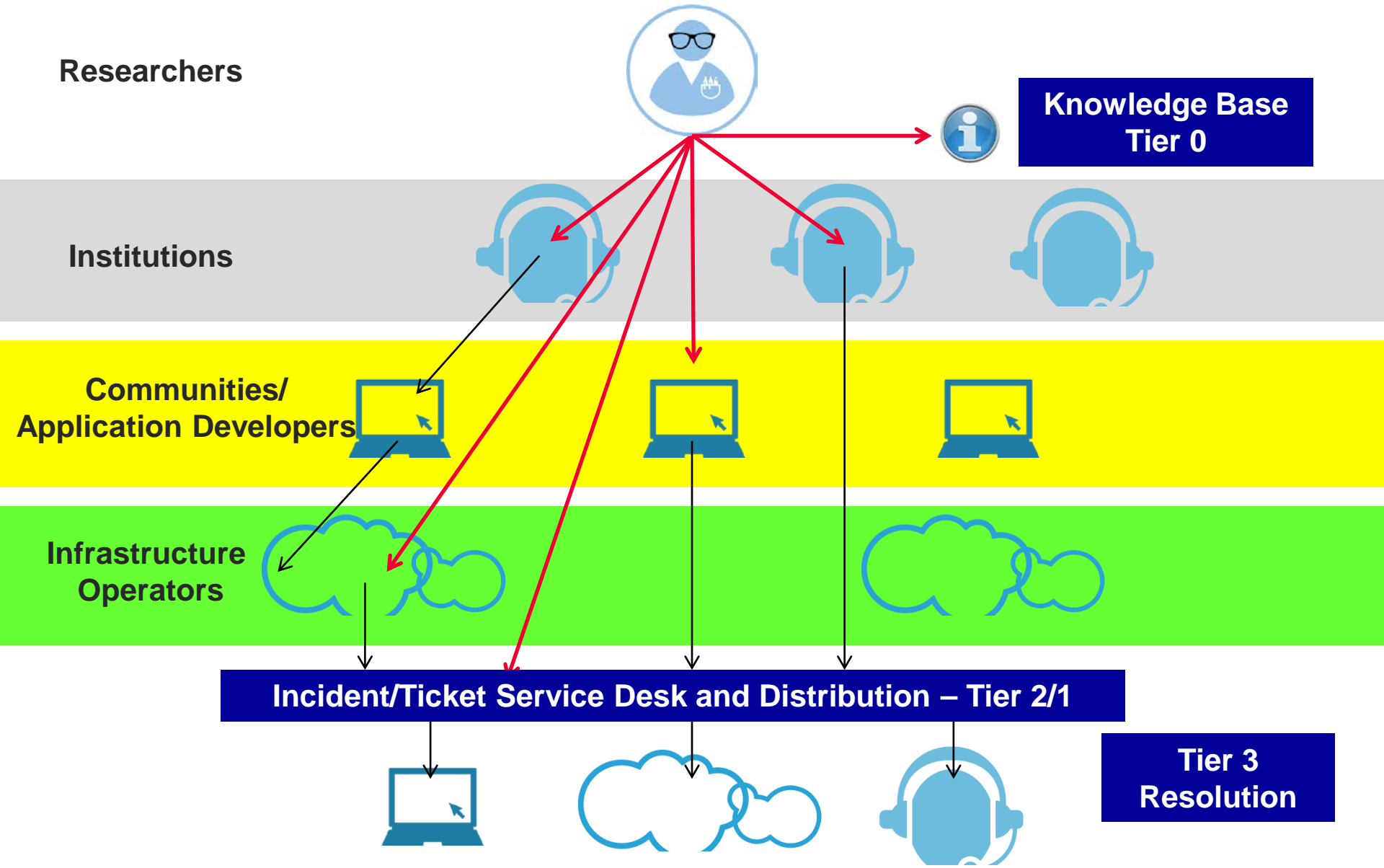
4. Support new research-led services from RDSI and NeCTAR

- Assist embed best practices into wave of new researcher services

(Neil Thelander study: major CAUDIT involvement)



User Support and Incident Management Framework





How do you provide effective cross institutional user support for your researchers?



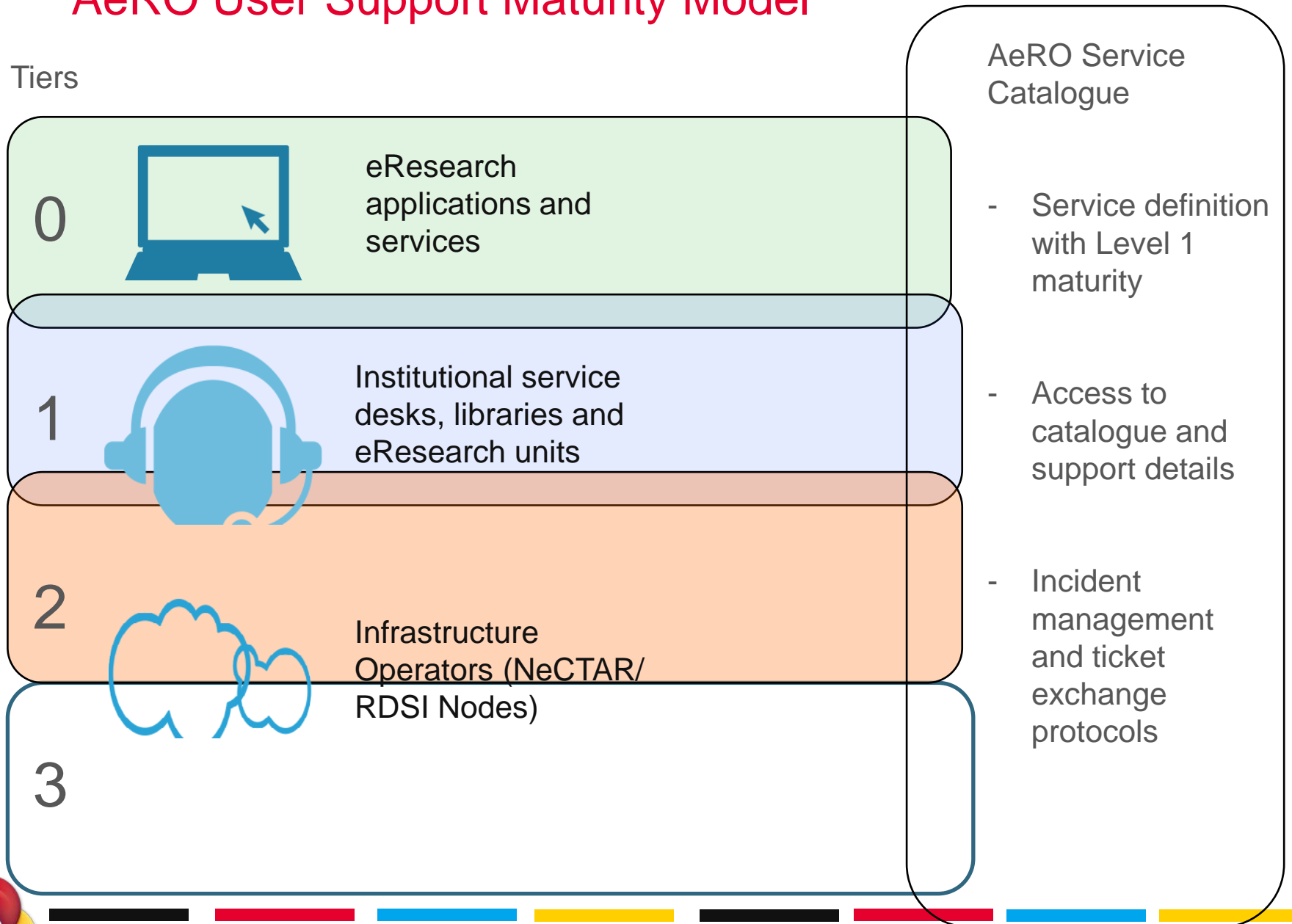
How do you provide sustainable service provision?






As an institution how do you know what services your researchers are using?



AeRO User Support Maturity Model



AeRO User Support Maturity Model

	✓	✓✓	✓✓✓
 <p>APPLICATIONS AND SERVICES</p> <ul style="list-style-type: none"> Virtual Laboratories Research Tools National Software 	<ul style="list-style-type: none"> Public website Overview of application or service Contact us page with correct details Tier 0 support material (e.g. knowledge base, FAQ's, how-to guides) http://bit.ly/1qWO1hD Terminology to suit audience 	<p>Including ✓ plus</p> <ul style="list-style-type: none"> Public website provides research specific information such as publication citation of software/ engagement/ ethics and grant application resource material UI/ UX review of services Training material and guides are provided Ticket and incident management framework operational 	<p>Including ✓ and ✓✓ plus</p> <ul style="list-style-type: none"> Published statement of support (inc Service Level Objectives or Agreements) Ability to provide user metrics to institutions
 <p>INSTITUTIONS</p> <ul style="list-style-type: none"> IT help desk / support desk Library support eResearch Unit support 	<ul style="list-style-type: none"> Provide names and contact details of persons or units that provide eResearch support (e.g. service manager, incident manager, library eResearch manager, eResearch unit) Support units and managers aware of AeRO Service Catalogue http://bit.ly/11SYlw7 	<p>Including ✓ plus</p> <ul style="list-style-type: none"> Ability to provide support through own help desk for relevant AeRO applications and services Use of metrics provided by AeRO applications & services 	<p>Including ✓ and ✓✓ plus</p> <ul style="list-style-type: none"> Report number of research projects using AeRO applications & services Report AeRO Tick applications and services that are supported through own help desk
 <p>INFRASTRUCTURE PROVIDERS</p> <ul style="list-style-type: none"> Compute Nodes Storage Providers High Performance Computer Providers Network Providers 	<ul style="list-style-type: none"> Provide names and contact details of persons or units that provide eResearch support Provide service catalogue for inclusion in AeRO Service Catalogue 	<p>Including ✓ plus</p> <ul style="list-style-type: none"> Sign up to National Ticket and Incident Management Framework principles http://bit.ly/1wqCTz7 Ticket and incident management framework operational End user facing services have completed Level 1 maturity model for Application and Services 	<p>Including ✓ and ✓✓ plus</p> <ul style="list-style-type: none"> Published statement of support (inc Service Level Objectives or Agreements) Published uptime metrics Ability to provide user metrics to institutions Continual improvement program implemented



User Support Project Outcomes

- **Service maturity model**
- **Service maturity in practice – the AeRO Tick**
 - Service catalogue – 30+ services approved
 - Knowledge base – for all approved services
 - UX improvement - 20 services assessed
- **Incident management and ticket transfer framework**
- **Project outputs implemented and funded by NeCTAR**
- **University IT Research Support Expert Group**
- **Service Catalogue definitions**



Lessons Learned



*“That is the beauty of things
like the AeRO tick
- a self- assessment tool
that clarifies the gap
you need to bridge.”*

Service application developer

Maturity models work well

- Provides forward pathway
- Non-accusatory/ non mandated
- Acknowledges efforts already undertaken
- Acknowledges differences in services and ability to change
- Useful for sector in different states of maturity



Sector wide progress is gaining momentum

- Approx 65% of services listed in the catalogue have Level 2 maturity
- NeCTAR funded program to lift maturity of Virtual Laboratories and Research Tools
- 3 out of 11 applications identified as already reaching Level 2 maturity

All stakeholder groups valued increasing metrics and uptake measures.

Need ongoing commitment to ensure uptake measures go to the right people.



“The maturity model is about leadership.

*AeRO is providing a vehicle
to provide leadership across nodes
for the eResearch Sector.”*

Infrastructure Operator

Value of cross-sector initiatives

- **Multiple stakeholder groups – not always work together**
 - Complex institutional support requirements (AeRO Tick vs AeRO Aware)
 - Varying business models
 - Need perspective for all parties and communicate perspective to other stakeholders
 - Service to provide uptake to Institutions
 - Institutions to provide contact points to Infrastructure Operators
- **Engagement with other projects to avoid “silos”**
 - AeRO/ CAUDIT Initiative (highlight need to involved CAUL)
 - Institutionally agnostic intent– transparent governance.
 - Enable representative groups to inform and change project



Enable representative groups to inform and change project

- **Ticket Exchange and Business Analysis Consultation & Workshop**
 - Use similar model for future projects – Enable representative groups to inform and change project
 - Decide against automatic central ticket exchange
 - More value from standardisation of communication and interoperability (point-to-point not hub and spoke)



*“The (AeRO IT User Support) project is
“right on the money”.*

*Most universities are good at providing
“contained” support within their own institution
– however supporting researchers
requires a broader inter-institution delivery model
that includes external service providers.*

*There needs to be a switch from internal focus
to cross-institutional
and cross-service provider support.”*

User Support Expert Group Member

eResearch University IT Expert Group / AeRO Aware

- Independent group – made up from wide representation of university support areas (Library, OoR, IT, eResearch) and locals (metropolitan/ regional/ G08 etc)
- Informed outputs of the Maturity Model and ways to integrate into institutions
- Not all institutions provide support in the same way.
- Ability to find and maintain contact details is difficult
- AeRO Aware – Increase knowledge of services available to researchers
- Focus on reuse of material and sharing of support material/ know who



Stage 3 and the future?

- **Expand AeRO Tick Maturity Model**
- **Expand services in the service catalogue**
- **Further engage institutions via AeRO Aware**

Continue sector-wide leadership in knowledge exchange, interoperability and protocol development.





Interested in finding out more about AeRO?

Visit our website www.aero.edu.au

or contact enquiries@aero.edu.au

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